

VANTHCS Celebrates Customer Service Week

This was a great opportunity for employees to meet each other at the appreciation picnics. Executive leadership served up chili with all the trimmings!



In this issue ...

From the Director

JCAHO info

We do make a difference

VANTHCS stars



From the Director...

It's been a very busy summer, and we're gearing up for Joint Commission in November. This is a critical time for VANTHCS, and I encourage everyone to look around and find ways you can contribute to a successful JCAHO survey.

Pay close attention to the news bulletins sent to all employees. They contain important information that will help you be prepared for JCAHO in your immediate work area.

Remember, providing the highest quality care to our veterans is our #1 goal, and no matter if you have direct patient contact or not, your role here contributes to our overall success.

Betty Bolin Brown



**Venture is published
by VANTHCS**

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Joint Commission is coming!!! Joint Commission is coming!!! November 7-10



**Take the JCAHO Readiness Pop Quiz
on the intranet and link to the QM site
for more about JCAHO.**

VANTHCS will be surveyed by the Joint Commission for Accreditation of Healthcare Organizations (JCAHO) November 7-10. This will be JCAHO's last announced visit for us - all future visits will not be known until surveyors arrive on station.

You may also have seen the Public Notice displayed at Dallas, Bonham and Fort Worth facilities which is required of us to let everyone know in advance of our JCAHO survey.

We have recently been featuring JCAHO pop quiz questions in the news bulletins which are meant to increase your awareness for the kinds of things JCAHO will review.

The accreditation process is the same for all hospitals. Surveyors use the same criteria overall, but specifically in our case may also look at past recommendations noted three years ago during our last JCAHO survey to see if appropriate adjustments or changes have been made.



Joint Commission
on Accreditation of Healthcare Organizations
Setting the Standard for Quality in Healthcare

Who is the Joint Commission?

The nation's leading standards-setting and accrediting body in health care; focused on improving the quality and safety of care provided by health care organizations.

What is Accreditation?

A distinction given to an organization when its performance meets or exceeds the Joint Commission's standards and quality expectations.

We Do Make A Difference

I just want to thank Jessie Sanders for her kindness and making my stay so pleasant while my dear husband was in the VA Hospital. She will never know how much getting to stay near him in the guest House meant to me. I will never be able to repay her. Thanks, again!

M.Hannah

I have been treated totally professional and successful in every department. Thank God for the clinic. They actually saved my life several times.

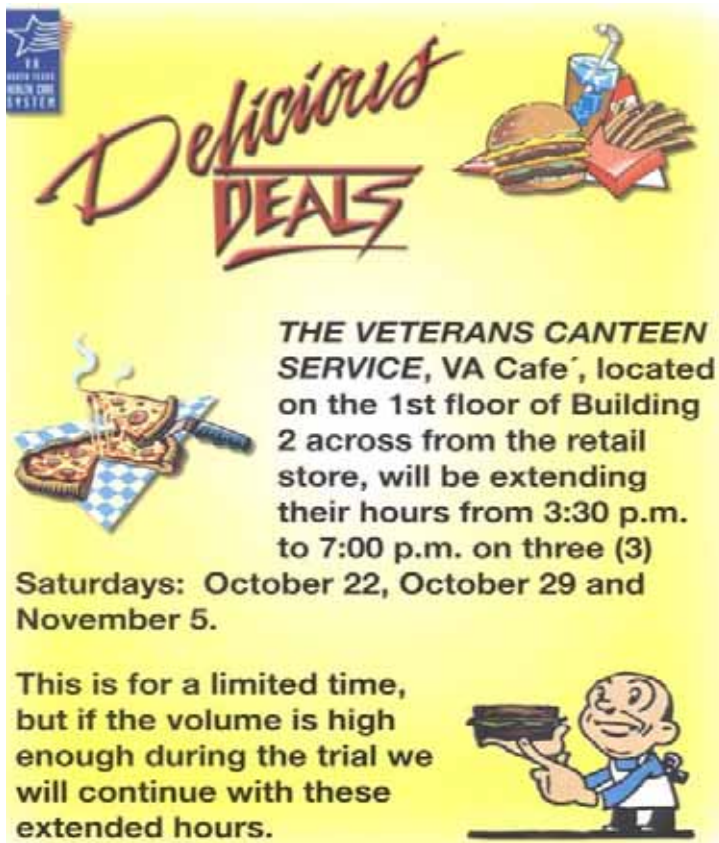
P. McDade

With warmest thanks for your thoughtfulness during your recent Memorial Service. Thank you so much for the card. It was not only timely, but filled with real care!

M. Fowler

As usual I received excellent service – visited October 4 and left a satisfied customer. Thanks for such a good staff.

A. White



Delicious DEALS

THE VETERANS CANTEEN SERVICE, VA Cafe[®], located on the 1st floor of Building 2 across from the retail store, will be extending their hours from 3:30 p.m. to 7:00 p.m. on three (3) Saturdays: October 22, October 29 and November 5.

This is for a limited time, but if the volume is high enough during the trial we will continue with these extended hours.

Illustrations include a pizza, a burger, and a waiter holding a tray.



The Drive-Thru program was open to eligible veterans October 17-28. Employees can receive flu shots beginning October 31 for Dallas and Fort Worth in Employee Health; the Outpatient Clinic in Building 1 for Bonham.

The restaurant-style pagers that let you know your table is ready now alert patients when it's time for his/her appointment. Pagers are currently used at Dallas VAMC in Clinic 3, Day Surgery and Pharmacy. Signal coverage is from the basement to the 4th floor, and new expansion areas are being reviewed.



U.S. Department of Veterans Affairs
Commemorating 75 years of service



The Stars Shine Big and Bright Deep in the Heart of VA North Texas

The following VANTHCS employees were specifically mentioned in letters to Ms. Brown. Congratulations to these employees whose word or deed meant something special to a patient or family member.

MICU nurses, doctors respiratory therapists, Jolly and Ding, Jill Horn; Megan Wood, MD; Fort Worth Outpatient Clinic staff; Bill Capell, Donnie Harvey and Daniel Villarreal; David Washington; Nurses Dorothy, Theresa, Agnes, Emma, Tay and Sami; entire staff of the 7th floor A wing; Beverly in clinic 3; Robert and Jon from Sleep Apnea section; Valet team; ER staff and Dr. Cook; Brenda Lewis, Dianne Miller, Sheryl Hart, Eric Walker, and Anntionette Ward; Cynthia Keeton; Dr. Banks and Veronica in Dental Clinic; 6C Nurses Elaine Kuykendall, Mary Tenison, Algje Linwood, Wanda Elaine; Alvin R. Williams and Tim Sanders; Karla Cummings in Telenurse; Hemo employees Terry and Lynn; John Johnson; Lab staff Mary Grant and Frances Smith; Wendy Weatherby and Bradley Weatherby; Oncology Clinic and Pharmacy; X-ray staff Debra Moseley; Dental Clinic staff and Dr. Gray; Dallas VA; Joe Shelman, Dr. Dill, Cheri White, and Shibu Mathew; Herbert Jones in EMS; Jose Diaz on TCU-A; Cristy McKillop; Richard Hughes; Dr. James in Bonham and Ophthalmologists in Dallas; staff on 5A Tele, 6C Medical, CICU, Dr. Sungram and Dr. Luna; Linda Jones on 5B; 6C staff – Cathy Kennedy, Vanessa Dallas, Bonnie Johnson, Duramani Janneh, April Brown, Bernie Berry, Steve Berry and Joe Long; Dr. Zhukovsky and all the technicians, clerks, nurses and others in the Mental Health Clinic; Van Johnson; Jerry Johnson in EMS; Oscar Barrett in Patient Records; Erica Gomez in Women's Clinic; Clinic 3; Robert Culbreath in TCU; Social Worker Bess Snyder; Bonham NHCU Nursing staff; Bonham Pharmacy; 4C staff Dr. Steven Brown, Dr. Gregory Carter; and Jim Baither.

Don't forget to vote

The Constitutional
Amendment election is
November 8!

Early voting begins
October 24-November
4 at a location near
you. Residents of
Dallas county can vote
at Dallas VAMC.



Were you mentioned in Venture?

If you see your name, stop by Public Affairs (Bldg. 2 Rm. A167) for a small token of appreciation!



Dallas VA Medical Center
4500 South Lancaster Rd.
Dallas, TX 75216

Fort Worth Outpatient Clinic
300 West Rosedale
Fort Worth, TX 76104

Sam Rayburn Memorial Veterans Center
1201 East Ninth St.
Bonham, TX 75418

www.north-texas.med.va.gov